

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services

Demographics

	Total State Served ^a	Total Survey Returns ^b	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child	Methadone
SEX									
Male	63.6%	61.3%	5.0%	0%	65.8%	67.6%	81.0%	100.0%	61.5%
Female	36.4%	38.7%	95.0%	100.0%	34.2%	32.4%	19.0%	0%	38.5%
RACE									
White	69.2%	70.3%	69.9%	37.2%	76.1%	80.8%	70.5%	35.7%	61.4%
Black	28.9%	25.0%	26.9%	56.1%	15.8%	16.1%	25.8%	50.0%	30.5%
Hispanic	0.5%	1.8%	1.2%	3.3%	2.8%	1.7%	0.9%	7.1%	5.4%
Native American	0.4%	1.1%	0.6%	0%	0.8%	0.7%	1.5%	0%	1.3%
Pacific Islander	0.2%	0.2%	0%	0.6%	0.5%	0%	0.2%	7.1%	0.4%
Alaskan	0%	0.1%	0%	0%	0%	0%	0.1%	0%	0.4%
Oriental	0.2%	0%	0%	0%	0%	0%	0.1%	0%	0%
Bi-racial	0.3%	1.1%	0.8%	1.1%	3.0%	0.7%	0.8%	0%	0.4%
Other	0.5%	0.4%	0.6%	1.7%	1.0%	0%	0.1%	0%	0%
AGE									
0-17	10.9%	31.47	33.29	36.02	15.34	34.24	34.10	15.00	44.21
18-49	82.6%	17.3%	0.4%	0%	99.7%	0.4%	0.3%	100.0%	0.5%
50+	6.6%	76.7%	95.5%	93.1%	0.3%	92.5%	93.8%	0%	74.0%
		6.0%	4.1%	6.9%	0%	7.1%	5.9%	0%	25.5%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total ADA	*12002	3771	31.4%
CSTAR Women	1778	511	28.7%
CSTAR Women Alternative	310	185	59.7%
CSTAR Child/Adolescent	1395	612	43.9%
CSTAR General	1593	467	29.3%
GTS Adult	6808	1740	25.6%
GTS Child/Adolescent	79	14	17.7%
Methadone	883	242	27.4%
* Unduplicated Count			

Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item.

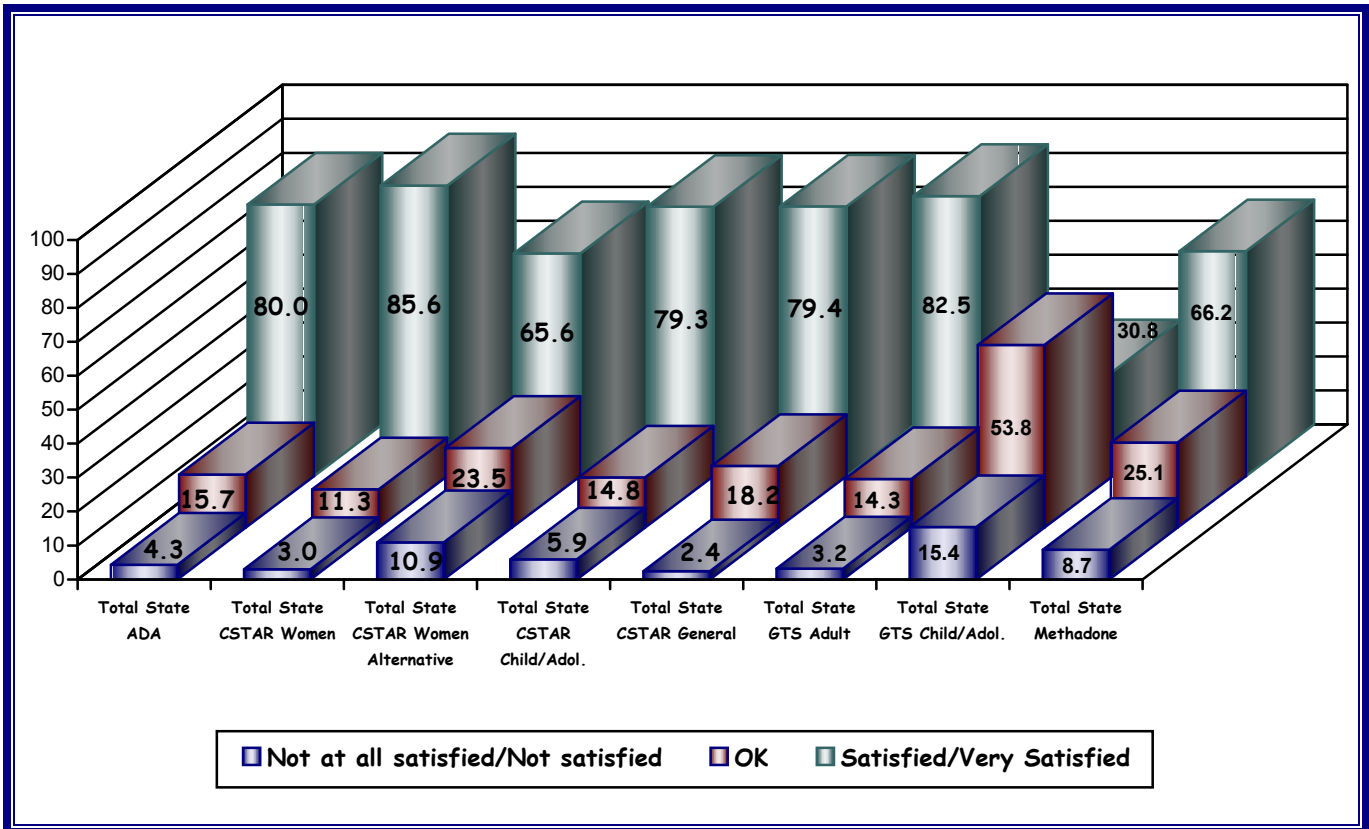
	Overall Totals	Total Residential	Total Non-Residential
Are you deaf or hard of hearing?	5.2%	5.1%	5.2%
<i>If yes, do you use sign language?</i>	9.1%	7.3%	10.1%
If you use sign language, did this agency use sign language without the help of an interpreter?	7.6%	11.1%	6.2%
If you use sign language and the staff did not sign to you, was an interpreter provided?	9.1%	16.7%	4.8%

Medicaid

In 2002, the Consumer Satisfaction Survey asked if the consumer received Medicaid services and, if so, are they a member of an MC+ health plan. The results of those questions are below and represent the percentage of affirmative answers.

	Overall Totals	Total Residential	Total Non-Residential
Do you receive Medicaid?	36.0%	34.3%	36.8%
<i>If yes, are you a member of an MC+ health plan?</i>	60.2%	57.5%	61.2%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 80.0% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent of consumers "satisfied" or "very satisfied" with services was in the CSTAR Women program (85.6%).
- The lowest percent of satisfied consumers was found in the GTS child/adolescent program where 30.8% chose a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone
with the staff who serve you?	4.26 (3671)	4.37 (499)	3.91 (184)	4.20 (607)	4.28 (453)	4.31 (1693)	3.15 (13)	4.00 (222)
with how much your staff know about how to get things done?	4.16 (3666)	4.26 (497)	3.85 (178)	4.12 (606)	4.17 (456)	4.23 (1693)	2.92 (13)	3.86 (223)
with how staff keep things about you and your life confidential?	4.33 (3647)	4.42 (493)	3.82 (181)	4.41 (603)	4.30 (453)	4.39 (1684)	3.79 (14)	3.95 (219)
that your treatment plan has what you want in it?	4.18 (3642)	4.32 (490)	3.78 (183)	4.17 (605)	4.24 (452)	4.21 (1674)	3.43 (14)	3.91 (224)
that your treatment plan is being followed by those who assist you?	4.22 (3631)	4.37 (489)	3.96 (180)	4.16 (607)	4.29 (452)	4.27 (1669)	3.15 (13)	3.86 (221)
that the agency staff respect your ethnic and cultural background?	4.37 (3597)	4.51 (484)	3.91 (181)	4.40 (598)	4.38 (448)	4.41 (1656)	3.64 (14)	4.05 (216)
with the services that you receive?	4.24 (3671)	4.38 (494)	3.85 (183)	4.17 (608)	4.27 (456)	4.31 (1698)	3.23 (13)	3.93 (219)
that services are provided in a timely manner?	4.15 (2546)	4.27 (320)	3.64 (184)	4.12 (410)	4.16 (359)	4.32 (1038)	3.14 (14)	3.72 (221)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.28 (175)	- (0)	4.07 (192)	4.09 (97)	4.21 (659)	- (0)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	4.26 (176)	- (0)	4.13 (192)	4.06 (98)	4.15 (662)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	3.77 (176)	- (0)	3.81 (193)	3.49 (99)	3.67 (658)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.94 (174)	- (0)	3.53 (189)	3.54 (99)	3.87 (661)	- (0)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.30 (84)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- Statewide, the participants in the Division of Alcohol and Drug Abuse programs were satisfied with the services they received. All but two mean ratings on state-level services were above a mean of 4.00 ("satisfied").
- Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.37).
- Consumers were least satisfied with their opportunities for exercise and relaxation (mean of 3.70). Only residential consumers completed this item.
- The CSTAR Women consumers were most satisfied with the services they received (mean of 4.38).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone
with how you spend your day?	3.74 (3659)	3.87 (498)	3.43 (183)	3.64 (599)	3.92 (455)	3.73 (1694)	3.36 (14)	3.61 (216)
with where you live?	3.77 (3625)	3.96 (496)	3.73 (180)	3.71 (593)	3.83 (447)	3.75 (1681)	3.62 (13)	3.61 (215)
with the amount of choices you have in your life?	3.67 (3662)	3.89 (497)	3.53 (184)	3.49 (603)	3.78 (454)	3.69 (1692)	3.64 (14)	3.42 (218)
with the opportunities/chances you have to make friends?	3.84 (3649)	4.09 (493)	3.64 (181)	3.82 (606)	3.92 (451)	3.81 (1688)	3.07 (14)	3.49 (216)
with your general health care?	3.79 (3554)	3.96 (497)	3.57 (180)	3.89 (515)	3.82 (448)	3.79 (1683)	3.46 (13)	3.33 (218)
with what you do during your free time?	3.79 (3647)	4.01 (493)	3.78 (181)	3.83 (599)	3.83 (452)	3.74 (1692)	3.64 (14)	3.45 (216)
How safe do you feel . . .								
in this facility?	4.35 (1130)	4.59 (176)	- (0)	4.26 (194)	4.23 (99)	4.33 (661)	- (0)	- (0)
in your home?	4.32 (3608)	4.32 (486)	4.43 (181)	4.42 (604)	4.35 (455)	4.30 (1654)	4.64 (14)	3.99 (214)
in your neighborhood?	4.10 (3612)	4.13 (486)	4.08 (181)	4.22 (601)	4.15 (452)	4.08 (1666)	4.07 (14)	3.73 (212)
<p>The first number represents a mean rating.</p> <p>Scale: (<i>How satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (<i>How safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the facility (mean of 4.35). Safety in the home also received a high rating (mean of 4.32).
- Consumers were least satisfied with the amount of choices in their lives (mean of 3.67).

Comparison by Gender in Residential and Non-Residential Settings Combined

This analysis compared the responses of consumers by gender on the satisfaction survey items. Only three items showed significant differences. Males in combined settings were more satisfied with their general health care, safety in their home or agency and safety in their neighborhood.

How satisfied are you...	Sex		Significance
	Male	Female	
with your general health care?	3.83 (2106)	3.74 (1341)	F(1,3446)=6.267, p=.012
with how safe you feel in your home/agency?	4.35 (2146)	4.27 (1357)	F(1,3502)=6.758, p=.009
with how safe you feel in your neighborhood?	4.13 (2150)	4.06 (1358)	F(1,3507)=4.012, p=.045
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in Residential and Non-Residential Settings Combined

This analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. On the average, Caucasians and Native Americans were more satisfied with services than consumers of other racial and ethnic backgrounds. This included the quality of the staff, confidentiality, content of the treatment plan, the staff's respect of ethnic and cultural backgrounds, the overall services received, timeliness of services and safety in their neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with the staff who serve you? (a,c)	4.30 (2525)	4.17 (884)	4.27 (63)	4.38 (40)	3.95 (39)	3.75 (28)	F(5,3573)=6.393, p<.001
with how much your staff know how to get things done? (b,d)	4.19 (2520)	4.14 (884)	4.21 (62)	4.18 (40)	3.64 (39)	3.71 (28)	F(5,3567)=4.717, p<.001
with how staff keep things about you and your life confidential?	4.37 (2515)	4.27 (877)	4.17 (60)	4.43 (40)	4.00 (38)	4.12 (26)	F(5,3550)=3.289, p=.006
that your treatment plan has what you want in it?	4.20 (2499)	4.14 (884)	4.19 (62)	4.41 (39)	3.89 (38)	3.68 (28)	F(5,3544)=3.444, p=.004
that the treatment plan is being followed by those who assist you?	4.25 (2489)	4.20 (884)	4.15 (61)	4.15 (39)	3.92 (39)	3.82 (28)	F(5,3534)=2.669, p=.021
that the staff respect your cultural background? (a)	4.41 (2455)	4.29 (885)	4.27 (62)	4.49 (39)	4.05 (39)	4.04 (28)	F(5,3502)=4.762, p<.001
with the services you receive?(c)	4.28 (2519)	4.21 (890)	4.23 (62)	4.35 (40)	3.97 (39)	3.64 (28)	F(5,3572)=4.020, p=.001
that services are provided in a timely manner?	4.19 (1726)	4.09 (639)	3.94 (48)	4.17 (24)	4.00 (21)	3.59 (22)	F(5,2474)=3.194, p=.007
with the amount of choices you have in your life?	3.67 (2514)	3.74 (888)	3.75 (61)	3.31 (39)	3.38 (39)	3.44 (27)	F(5,3562)=2.390, P=.036
with how safe you feel in your neighborhood? (c)	4.19 (2493)	3.88 (867)	4.00 (61)	4.21 (38)	3.47 (38)	3.88 (26)	F(5,3517)=15.015, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black. (b) Interaction between White and Bi-Racial. (c) Interaction between White and Other. (d) Interaction between Black and Bi-Racial.</p>							

Comparison by Age in Residential and Non-Residential Settings Combined

This analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and quality of life than the youth, except for their general health care and their perception of safety in the home and neighborhood. Youth had the highest mean rates for these items.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	4.18 (614)	4.29 (2689)	4.28 (211)	F(2,3511)=3.866, p=.021
that the treatment plan is being followed by those who assist you? (a)	4.14 (614)	4.25 (2655)	4.31 (208)	F(2,3474)=4.727, p=.009
with the services you receive? (a)	4.15 (615)	4.27 (2690)	4.33 (208)	F(2,3510)=5.021, p=.007
that the staff treats you with respect, courtesy, caring and kindness? (b,c)	4.07 (191)	4.21 (829)	4.56 (52)	F(2,1069)=5.030, p=.007
that the meals are good, nutritious and in sufficient amounts? (a,b)	3.57 (188)	3.83 (832)	4.12 (52)	F(2,1069)=5.909, p=.003
with how you spend your day? (a)	3.63 (607)	3.76 (2693)	3.82 (205)	F(2,3502)=4.580, p=.010
with the amount of choices you have? (a)	3.51 (612)	3.71 (2689)	3.70 (207)	F(2,3505)=8.722, p<.001
with your general health care? (b)	3.89 (526)	3.79 (2672)	3.67 (204)	F(2,3399)=3.545, p=.029
with how safe you feel in your home/agency? (a,b)	4.43 (611)	4.31 (2640)	4.19 (203)	F(2,3451)=5.977, p=.003
with how safe you feel in your neighborhood? (a,b)	4.22 (608)	4.09 (2649)	3.94 (204)	F(2,3458)=6.519, p=.002
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between 18-49 and 50+.</p>				

Comparison by Current Living Situation

This analysis compared the responses of consumers by their current living situation. Those who lived independently, in residential treatment facilities, and group homes had the highest mean satisfaction ratings. Those who were homeless had the lowest satisfaction ratings.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (f,k)	4.29 (1859)	4.28 (80)	4.26 (676)	4.03 (176)	4.23 (297)	4.32 (251)	F(5,3333)=3.124, p=.008
with how much your staff know how to get things done? (f)	4.22 (1854)	4.13 (80)	4.16 (677)	3.92 (178)	4.10 (297)	4.18 (250)	F(5,3330)=4.262, p=.001
that your treatment plan has what you want on it? (f,i,k)	4.19 (1842)	4.16 (80)	4.24 (668)	3.92 (177)	4.15 (297)	4.24 (250)	F(5,3308)=3.826, p=.002
that the treatment plan is being followed by those who assist you? (f)	4.26 (1835)	4.33 (80)	4.27 (666)	4.02 (174)	4.18 (297)	4.20 (249)	F(5,3295)=2.994, p=.011
with the services you receive? (f,k)	4.29 (1852)	4.30 (80)	4.27 (681)	4.03 (178)	4.17 (296)	4.33 (251)	F(5,3332)=3.574, p=.003
with how you spend your day? (f,i)	3.77 (1852)	3.81 (80)	3.80 (683)	3.41 (177)	3.73 (290)	3.69 (247)	F(5,3323)=4.526, p<.001
with where you live? (c,f,g,h,i,k,l)	3.83 (1838)	3.57 (79)	3.92 (677)	3.03 (173)	3.76 (286)	3.47 (244)	F(5,3291)=22.724, p<.001
with the amount of choices you have? (e,f,i,l)	3.70 (1851)	3.71 (79)	3.85 (680)	3.29 (177)	3.58 (294)	3.48 (250)	F(5,3325)=9.758, p<.001
with opportunities you have to make friends? (a,c,f,h,i,k)	3.81 (1842)	3.96 (79)	4.01 (680)	3.39 (174)	3.81 (296)	3.81 (247)	F(5,3312)=11.070, p<.001
with your general health care? (a,c,f,h,i,k,l)	3.77 (1829)	4.00 (78)	3.95 (680)	3.28 (177)	3.83 (258)	3.64 (235)	F(5,3251)=12.564, p<.001
with what you do in your free time? (f,i,c)	3.79 (1848)	3.80 (79)	3.86 (680)	3.37 (175)	3.92 (291)	3.67 (242)	F(5,3309)=7.285, p<.001
with how safe you feel in your facility?	4.36 (265)	4.40 (10)	4.45 (507)	4.12 (91)	5.00 (1)	4.16 (32)	F(5,900)=3.150, p=.008
with how safe you feel in your home/agency? (c,f,h,i,k)	4.40 (1850)	4.09 (78)	4.33 (653)	3.28 (154)	4.42 (296)	4.21 (248)	F(5,3273)=42.518, p<.001
with how safe you feel in your neighborhood? (c,f,h,i,k)	4.20 (1848)	3.96 (78)	4.07 (657)	3.08 (160)	4.28 (295)	4.00 (247)	F(5,3279)=37.536, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and RTF.
- (b) Interaction between Independent and Biological Parents.
- (c) Interaction between Homeless and Biological Parents.
- (d) Interaction between Group Home and Biological Parents.
- (e) Interaction between RTF and Biological Parents.
- (f) Interaction between Independent and Homeless.
- (g) Interaction between Independent and Other.
- (h) Interaction between Group Home and Homeless.
- (i) Interaction between RTF and Homeless.
- (j) Interaction between Biological Parents and Other.
- (k) Interaction between Homeless and Other.
- (l) Interaction between RTF and Other.

Comparison by Whether Resided in Residential Treatment

This analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. There was only one significant item. Consumers that had not lived in a residential treatment facility were more satisfied with where they live.

How satisfied are you...	Yes	No	Significance
with where you live?	3.66 (806)	3.78 (1578)	F(1,2382)=5.519, P=.019
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison Across Programs

A comparison was made across the different residential and non-residential programs. In general the GTS Child/Adolescent Non-Residential program received the lowest ratings for satisfaction with services; GTS adult programs the highest. Significant differences were found with eighteen items.

How satisfied are you...	Non-Residential Programs							Residential Programs				Significance
	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	GTS Child	Methadone	CSTAR Women/Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	
with the staff who serve you? (c,i,j,l,n,o,y, A,B,E,G,H)	4.38 (324)	3.91 (184)	4.21 (414)	4.33 (358)	4.37 (1034)	3.15 (13)	4.00 (222)	4.37 (175)	4.18 (193)	4.08 (95)	4.22 (659)	F(10,3660)=10.723, p<.001
with how much your staff know how to get things done? (c,i,j,l,n,o,r,y, A,B,D,E,F,G)	4.26 (322)	3.85 (178)	4.13 (414)	4.23 (356)	4.30 (1036)	2.92 (13)	3.86 (223)	4.25 (175)	4.10 (192)	3.97 (100)	4.13 (657)	F(10,3655)=11.008, p<.001
with how staff keep things about you and your life confidential? (f,g,j,k,l,m,n,r,t,v,y, A,D,H)	4.40 (320)	3.82 (181)	4.37 (411)	4.32 (355)	4.43 (1029)	3.79 (14)	3.95 (219)	4.45 (173)	4.49 (192)	4.21 (98)	4.33 (655)	F(10,3636)=11.925, p<.001
that your treatment has what you want on it? (g,l,n,r,v,y,A,D,H)	4.32 (317)	3.78 (183)	4.17 (414)	4.23 (354)	4.23 (1026)	3.43 (14)	3.91 (224)	4.31 (173)	4.16 (191)	4.27 (98)	4.17 (648)	F(10,3631)=7.817, p<.001
that the treatment plan is being followed by those who assist you? (f,i,j,l,m,n,o,r,y, B,D,E)	4.38 (317)	3.96 (180)	4.19 (413)	4.31 (355)	4.31 (1021)	3.15 (13)	3.86 (221)	4.35 (172)	4.09 (194)	4.22 (97)	4.19 (648)	F(10,3620)=10.146, p<.001
that the staff respect your cultural background? (f,g,j,l,m,n,r,t,v,y,A,D,H)	4.50 (315)	3.91 (181)	4.42 (407)	4.41 (353)	4.43 (1005)	3.64 (14)	4.05 (216)	4.52 (169)	4.36 (191)	4.25 (95)	4.37 (651)	F(10,3586)=11.501, p<.001
with the services you receive? (g,j,l,n,o,r,v,y,A,B,D,E,H)	4.37 (321)	3.85 (183)	4.21 (414)	4.31 (357)	4.37 (1035)	3.23 (13)	3.93 (219)	4.39 (173)	4.10 (194)	4.11 (99)	4.23 (663)	F(10,3660)=11.720, p<.001
that services are provided in a timely manner?	4.27 (320)	3.64 (184)	4.12 (410)	4.16 (359)	4.32 (1038)	3.14 (14)	3.72 (221)	-	-	-	-	F(10,2535)=14.814, p<.001
that the meals are good, nutritious, and in sufficient amounts?	-	-	-	-	-	-	-	3.94 (174)	3.53 (189)	3.54 (99)	3.87 (661)	F(10,1112)=1.945, p=.036

How satisfied are you...	Non-Residential Programs							Residential Programs				Significance
	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	GTS Child	Methadone	CSTAR Women/Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	
with how you spend your day? (h,j,y,z,A,D)	3.90 (324)	3.43 (183)	3.67 (406)	3.98 (356)	3.78 (1030)	3.36 (14)	3.61 (216)	3.82 (174)	3.58 (193)	3.69 (99)	3.66 (664)	F(10,3648)=6.472, p<.001
with where you live? (q)	3.89 (323)	3.73 (180)	3.62 (400)	3.82 (352)	3.75 (1025)	3.62 (13)	3.61 (215)	4.09 (173)	3.89 (193)	3.89 (95)	3.75 (656)	F(10,3614)=3.466, p<.001
with the amount of choices you have? (a,b,n,q,r)	3.85 (323)	3.53 (184)	3.45 (410)	3.79 (355)	3.67 (1030)	3.64 (14)	3.42 (218)	3.97 (174)	3.58 (193)	3.72 (99)	3.72 (662)	F(10,3651)=5.880, p<.001
with the opportunities you have to make friends? (j,k,m,n,q,r,x,C,H)	4.03 (320)	3.64 (181)	3.78 (412)	3.89 (354)	3.79 (1030)	3.07 (14)	3.49 (216)	4.20 (173)	3.92 (194)	4.05 (97)	3.86 (658)	F(10,3638)=8.526, p<.001
with the general health care? (f,j,k,l,m,n,r,H)	3.90 (322)	3.57 (180)	3.87 (355)	3.84 (351)	3.81 (1023)	3.46 (13)	3.33 (218)	4.07 (175)	3.93 (160)	3.74 (97)	3.76 (660)	F(10,3543)=7.018, p<.001
with what you do in your free time? (n,r,w)	3.96 (320)	3.78 (181)	3.82 (406)	3.85 (356)	3.79 (1029)	3.64 (14)	3.45 (216)	4.09 (173)	3.84 (193)	3.76 (96)	3.66 (663)	F(10,3636)=5.475, p<.001
with how safe you feel in this facility?	-	-	-	-	-	-	-	4.59 (176)	4.26 (194)	4.23 (99)	4.33 (661)	F(10,1119)=1.797, p=.057
with how safe you feel in your home/agency? (f,j,k,l,n,p,s)	4.36 (316)	4.43 (181)	4.37 (412)	4.38 (359)	4.38 (1024)	4.64 (14)	3.99 (214)	4.25 (170)	4.52 (192)	4.25 (96)	4.18 (630)	F(10,3597)=6.092, p<.001
with how safe you feel in your neighborhood? (e,f,j,l,n,u,z)	4.16 (314)	3.73 (212)	4.26 (409)	4.20 (357)	4.19 (1028)	4.07 (14)	3.73 (212)	4.08 (172)	4.15 (192)	3.94 (95)	3.90 (638)	F(10,3601)=7.437, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Women/Children Non-Residential and CSTAR Child/Adolescent Non-Residential.
- (b) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR General Non-Residential.
- (c) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Child Non-Residential.
- (d) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (e) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Residential.
- (f) Interaction between CSTAR Child/Adolescent Non-Residential and Methadone Non-Residential.
- (g) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (h) Interaction between CSTAR General Non-Residential and CSTAR Child/Adolescent Residential.
- (i) Interaction between CSTAR General Non-Residential and CSTAR General Residential.
- (j) Interaction between CSTAR General Non-Residential and Methadone Non-Residential.
- (k) Interaction between CSTAR Child/Adolescent Residential and Methadone Non-Residential.
- (l) Interaction between GTS Adult Non-Residential and Methadone Non-Residential.
- (m) Interaction between GTS Adult Residential and Methadone Non-Residential.
- (n) Interaction between CSTAR Women/Children Non-Residential and Methadone Non-Residential.
- (o) Interaction between CSTAR Women/Children Non-Residential and GTS Child Non-Residential.
- (p) Interaction between CSTAR Child/Adolescent Residential and GTS Adult Residential.
- (q) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Women/Children Residential.
- (r) Interaction between Methadone Non-Residential and CSTAR Women/Children Residential.
- (s) Interaction between Methadone Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (t) Interaction between CSTAR Child/Adolescent Residential and CSTAR Alternative Women/Children Non-Residential.
- (u) Interaction between GTS Adult Non-Residential and GTS Adult Residential.
- (v) Interaction between GTS Adult Residential and CSTAR Alternative Women/Children Non-Residential.
- (w) Interaction between CSTAR Women/Children Residential and GTS Adult Residential.
- (x) Interaction between CSTAR General Residential and Methadone Non-Residential.
- (y) Interaction between CSTAR Women/Children Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (z) Interaction between CSTAR General Non-Residential and GTS Adult Residential.
- (A) Interaction between CSTAR General Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (B) Interaction between GTS Adult Non-Residential and GTS Child Non-Residential.
- (C) Interaction between GTS Adult Non-Residential and CSTAR Women/Children Residential.
- (D) Interaction between GTS Adult Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (E) Interaction between GTS Child Non-Residential and CSTAR Women/Children Residential.
- (F) Interaction between GTS Child Non-Residential and CSTAR Child/Adolescent Residential.
- (G) Interaction between GTS Child Non-Residential and GTS Adult Residential.
- (H) Interaction between CSTAR Women/Children Residential and CSTAR Alternative Women/Children Non-Residential.

Comparison of Residential and Non-Residential Settings

This analysis compared the responses of consumers by those who lived in a residential setting and those who did not. Six items showed significant differences based on this variable. Those not in residential settings were more satisfied with the way they spent their day and how safe they felt in their home/agency and neighborhood. Those in residential settings were more satisfied with where they live, the amount of choices they have in their lives and their opportunity to make friends.

How satisfied are you...	Non-Residential	Residential	Significance
with how you spend your day?	3.77 (2529)	3.67 (1130)	F(1,3657)=6.347, p=.012
with where you live?	3.74 (2508)	3.84 (1117)	F(1,3623)=5.115, p=.024
with the amount of choices you have in your life?	3.64 (2534)	3.73 (1128)	F(1,3660)=4.910, p=.027
with the opportunities/chances you have to make friends?	3.79 (2527)	3.94 (1122)	F(1,3647)=16.281, p<.001
with how safe you feel in your home/agency?	4.35 (2520)	4.25 (1088)	F(1,3606)=7.022, p=.008
with how safe you feel in your neighborhood?	4.15 (2515)	3.97 (1097)	F(1,3610)=21.863, p<.001
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			